

SW-20445A-09-0077 W-02450A-09-0081
W-20446A-09-0080 W-01212A-09-0082
W-02451A-09-0078
W-01732A-09-0079



0000103832

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

OCT 13 P 3:15

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 82271

Date: 10/8/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By:

First:

James

Last:

Valenzano

Account Name:

James Valenzano

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Maricopa

CBR:

State:

AZ

Zip:

[REDACTED]

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: (

[REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN MAYES OFFICE - OPINION OPPOSED:

RE: DOCKET NO. SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

Arizona Corporation Commission

DOCKETED

OCT 13 2009

DOCKETED BY

[Signature]

From: James Valenzano [mailto:[REDACTED]]

Sent: Thursday, October 01, 2009 2:35 PM

To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web

Subject: proposed water rate increase.

Hello, I would like to ask you all to deny the increase that global water is asking for. (I will list all of the dockets below.)

The increase they are asking for will really destroy my family budget. Not only at my home but it will double the increase for me because I will end up paying for the increase again through my HOA fees also. They do not deserve ANY increase at this time or in the future. You know as well as I do this will go towards paying off the corporate big wigs so they can keep living the high life. So please I ask you all to turn them down. The families here in Maricopa and I am sure all over the state where they are use CAN NOT AFFORD THE INCREASE IN ANY SHAPE OR FORM!

Please TURN THEM DOWN.

The docket numbers are as follows.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

SW-20445a-09-0077
w-20446a-09-0080
w-02451a-09-0078
w-02450a-09-0081
w-01732a-09-0079
w-01212a-09-0082

Please remember you all have the power right now to stop corporate greed!

James Valenzano

[REDACTED]
Maricopa Az, [REDACTED]

Life is not about how hard you can hit,
but more about how you can take a hard hit
and keep moving forward.....

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/8/2009 - Email to Customer:

Dear James Valenzano,

Your email dated, October 1, 2009 sent to Chairman Mayes of the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Global Water-Santa Cruz Water Company ("Global Water") has been received and assigned to me for further handling.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/8/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 82271

W.20445A-09-0077 W.02450A-09-0081
W.02451A-09-0078 W.01212A-09-0082
W.01732A-09-0079
W.20446A-09-0080

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82138

Date: 10/1/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Diane **Sternberg**

Account Name: Diane Sternberg Home: (000) 000-0000

Street: [REDACTED] Work:

City: Maricopa CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. SW-20445A-09-0077
 W-02451A-09-0078
 W-01732A-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W-01212A-09-0082

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, October 01, 2009 6:09 AM
To: Utilities Div - Mailbox
Subject: Global Water Proposed Rate Increase

Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, AZ 85007-2996

All,

I am a resident of Maricopa, AZ and have concerns about the rate increase that Global Water is proposing for our community.

My water billing is not on a per use basis but rather a fixed initial fee regardless of use. This results in paying for water that I do not necessarily use, which I believe is an unfair practice in terms if billing for utilities.

Global Water's present rates and fees seem to be higher than many of the other fees charged in the Phoenix

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

area

Raising the fees would make this even worse.

I respectfully request that you deny these requests for rate increases.

Regards,

Diane Sternberg

[REDACTED]
Maricopa, AZ 85238

The Docket Numbers involved in this perspective increase are listed below.

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

Dear Diane Sternberg,

Your email dated, October 1, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Global Water-Santa Cruz Water Company ("Global Water") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 10/1/2009

Opinion No. 2009 - 82138

W. 20445A-09-0077 W. 02450A-09-0081
W. 02451A-09-0078 W. 01212A-09-0082
W. 01732A-09-0079
W. 20446A-09-0080

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: () 6

Fax: 29

Priority: Respond Within Five Days

Opinion No. 2009 82156

Date: 10/2/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Mike **Last:** Careccia

Account Name: Mike Careccia **Home:** (000) 000-0000

Street: 4 **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

From:
Sent: Thursday, October 01, 2009 2:13 PM
To: Utilities Div - Mailbox
Subject: water increase

Please stop any increases to my water bill. I am retired and every penny counts. Mike Careccia 42217 w
baccarat Dr, Maricopa AZ 85238
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/2/2009 - EMAIL TO CUSTOMER:

Dear Mike Careccia,

Your email dated, October 1, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the rate application filed by the Global Water-Santa Cruz Water Company ("Global Water") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/2/2009

Opinion No. 2009 - 82156

W.20445A.09.0070 W.02450A.09.0081
W.02451A.09.0078 W.01212A.09.0082
W.01732A.09.0078
W.20446A.09.0080

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82157

Date: 10/2/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Lloyd and Alice

Flowers

Account Name: Lloyd and Alice Flowers

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ **Zip:** 00000

Is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

-----Original Message-----

From: Lloyd Flowers [mailto:[REDACTED]]
Sent: Thursday, October 01, 2009 3:49 PM
To: Utilities Div - Mailbox
Subject: Global Water rate increase

Gentlemen:

We are extremely concerned about the very large increase in water/sewage rates. They are already higher than most if not all of the cities in the east valley and if approved, the rates will represent a huge negative factor for anybody attempting to sell a house in Maricopa to any wise buyer. The proposed water rates on top of the very significant electrical rates (of which you have nothing to do with) essentially render our houses unmarketable in the foreseeable future.

Sincerely,

Lloyd and Alice Flowers
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

Dear Lloyd Flowers,

Your email dated, October 1, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Global Water-Santa Cruz Water Company ("Global Water") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/2/2009

Opinion No. 2009 - 82157
